



8/6/2002

Marlene H. Dortch
Office of the Secretary
FCC
445 12th Street SW, TW-A325
Washington, DC 20554

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RE: Ultratec's Petition on CapTel – Docket 98-67

As a person who has experienced CapTel, I am sending these comments to support Ultratec's petition to the FCC on the offering of CapTel service. I have had the opportunity to experience for 6 months working with CapTel calls, and can tell you first hand the impact it has made on my ability to use the telephone.

My father has Parkinson's disease and is very difficult to understand. With the help of CapTel I am immediately aware of what he has to say. I have been able to understand the words I miss without asking to repeat constantly. I don't have to go through a Relay Assistant to make this call and it saves time.

I have shared this phone with as many people as possible. I would like to see CapTel as a permanent, full time service. As the State Coordinator for SHHH (Self Help for Hard of Hearing People) I have worked with many of our members and arranged for their trial for Cap Tel. Some of these members were VCO users. They find the CapTel will help them to make their calls quicker and more efficiently. This phone has several ways of changing the volume control. In addition it has all the features people desire to have on modern phones such as hold button/flash button for non captioned calls/volume adjustment for the person I am talking to if they can't hear me/redialing last number and much more.

Please consider recognizing CAP Tel as a reimbursable TRS Service.

Sincerely yours,

Joan Goodmiller
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